

ISIN SERVICES FREQUENTLY ASKED QUESTIONS

Version 1.0 – February 2025



**LONDON
STOCK
EXCHANGE**

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Disclaimer

London Stock Exchange plc (“the Exchange”) acting in its capacity as the National Numbering Agency (“NNA”) for the United Kingdom and a full member of the Association of National Numbering Agencies (“ANNA”) is the sole issuer of Great Britain (GB), Jersey (JE), Guernsey (GG) and the Isle of Man (IM) International Securities Identification Numbers (ISINs) pursuant to ISO 6166, and also an issuer of Classification of Financial Instruments (CFIs) pursuant to ISO 10962, and Financial Instrument Short Names (FISNs) pursuant to ISO 18774.

The Exchange shall conduct appropriate due diligence on any request for an ISIN. The determination of whether a security is eligible for an ISIN and whether the applicant has supplied appropriate documentation shall be made by the Exchange in its sole discretion and any such determination shall be final. The Exchange may, in its sole discretion and without notice, suspend or deactivate an ISIN. The Exchange shall have no liability in connection with a determination that a security is or is not eligible for an ISIN. The allocation of an ISIN to a particular security is not intended to be and should not be construed as an endorsement of such security, or an opinion as to the legal validity of such security.

The Exchange does not guarantee the accuracy, adequateness or completeness of any data associated with the ISIN and shall not be liable or responsible for any errors or omissions or for the results obtained from the use of any ISIN.

By submitting a request for an ISIN, the applicant: (a) warrants that they have the legal authority to request an identifier on behalf of the issuer of the security that is the subject of the ISIN; (b) warrants that all information supplied shall be true and correct in all material respects; and (c) acknowledges and agrees to this disclaimer.

The Exchange, acting in its capacity as the NNA for the United Kingdom, is: (a) permitted to request additional information and/or documentation from the applicant; and (b) authorised to contact intermediaries specified in the ISIN application form, letter granting authority and/or related documentation.

Version Control

Date	Version	Author	Remarks
08 th August 2023	V1.0	Taranjit Bhogal	Published in February 2025

Frequently Asked Questions

1. Why can we no longer submit an ISIN application by email?

There was a business requirement to standardize the ISIN application process and the security documentation which is supplied. ISIN applications must only be submitted via the Pegasus Online ISIN Submission website effective from 20th June 2017.

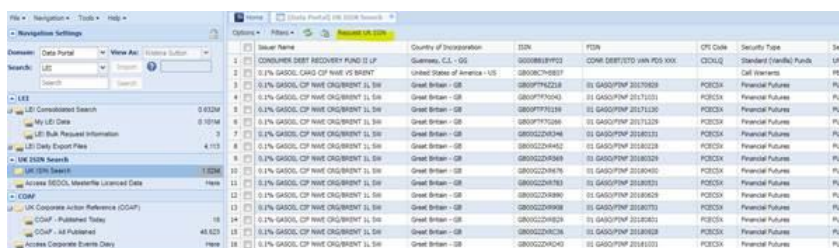
2. How can I submit a UK ISIN application? How do I get access to the Pegasus Online ISIN Submission website?

Please refer to our webpage below for further information on how to register and apply for an ISIN code. ([ISIN Services | LSEG](#))

May we also suggest that you refer to our [ISIN Application Guidance](#) & [ISIN Submission checklist](#) found on our website to ensure that you have all the information to hand to complete your request.

To make an application for a UK ISIN you will need to register for a free UnaVista account at www.sedol.co.uk. Once in UnaVista you need to click on the number next to the UK ISIN search folder and then on the right-side pane will load at the top a “Request UK ISIN” button will appear. Click on this and it will take you through to Pegasus where you will be prompted to change your password for Pegasus only.

Once you have done this then you will be able to make your ISIN application through Pegasus. The UK ISIN Search folder and the “Request UK ISIN” button to click on are highlighted in the below screenshots.



3. Can I use my personal email address (such as Gmail, Yahoo Mail) or a group mailbox ID to submit ISIN applications?

Requestors are not permitted to register for a free UnaVista account or Pegasus account under a personal email address or a group email address. If either of these types of email addresses are used to create user accounts, they will be disabled as soon as possible.

Only individual business email addresses used for the creation of UnaVista and Pegasus user accounts are acceptable.

The sharing of any user account details between different parties is strictly prohibited.

4. Who can apply for a UK ISIN? Am I eligible?

Please refer to section 2.0 Who can Apply? (Applicant) in the [ISIN Application Guidance](#) .

5. What are the documents which I need to upload in the ISIN application form?

- An ISIN Application Grant of Authority letter (refer to [ISIN Services | LSEG](#) for the template).
- Mandatory Incorporation documentation (refer to section 3.1 Issuer documentation in the [ISIN Application Guidance](#)).
- Mandatory Security documentation (refer to section 3.2 Security documentation in the [ISIN Application Guidance](#)).
- Beneficial ownership documentation where applicable (refer to section 3.4 Beneficial ownership in the [ISIN Application Guidance](#)).
- A list of Intermediaries for the issue, the intermediary name, their postal address and contact details where this information is not included in the Security documentation.

6. If I don't have the required documentation as specified in the ISIN Application Guidance, can I still submit an ISIN application?

No. If an ISIN application is submitted with missing or blank documentation, it will be closed.

7. Is the Letter Granting Authority required for each ISIN application? Is there a template for this? Who does this have to be signed by?

Yes, the Letter Granting Authority is required.

The Letter Granting Authority [template](#) must be used for all ISIN applications. This can also be found on the ISIN Services Team's webpage, [ISIN Services | LSEG](#) .

The template letter must be transferred on to Registered Company Name's headed paper (of the issuer company), signed by a current Company Director or the Company Secretary and the person's name must be stated too.

8. I have a Statement of Issued Share Capital from when the Organisation/Fund/LLP/Trust was incorporated. Is this sufficient?

No. We require a recent Statement of Issued Share Capital for any ISIN application that is submitted.

9. Why is the beneficial ownership information required? If I do not have this, can I still make an ISIN application?

Beneficial Ownership information (where a shareholder or organisation holds 25% or more of the issued share capital) must be included for all Issuers (where applicable) in the ISIN application form & any supporting evidence must be uploaded as well. Due diligence & KYC checks are performed against the Issuer and its ownership.

An ISIN application must not be submitted if this information is required but not supplied.

10. I am submitting an ISIN application for Ordinary shares but am confused as how this should be shown in the ISIN application form? The currency for the shares is shown as Pence (GBX) but should I add this currency and add 1 to the Par Value field as well?

In the Security details section of the form populate the following:

- Par Value Currency field – select Great British Pounds (GBP) from the dropdown menu.
- Par Value field – this must be expressed in the form of Great British Pounds (GBP). E.g., 1p would be shown as 0.01.

We only show the Par value for shares in Great British Pounds (GBP) in decimal places only. Fractions are not permitted.

11. I am applying for an ISIN for a debt security. Is there any additional documentation/information that I need to provide in the ISIN application?

For the Security documentation you must upload the following where applicable.

- Base Prospectus (if part of a program),
- Prospectus,
- Term sheet,
- Pricing Supplement,
- Final terms, or
- Private Placement Memorandum.

The Security details section must be populated correctly in the “Where is security being Deposited?” field with the CSD or iCSD information and the “Settlement Type” for the debt issue must be populated. This depository information must also be reflected in the supplied security documentation too.

12. I need to make an ISIN application for more than 5 securities is there a way that I can do this through Pegasus?

An ISIN application can be made for these securities using a Bulkupload form.

This form needs to be populated in a particular way for the relevant security type. In the Security details section of the form, the security displayed on the first row of the Bulkupload form must be added to the Security detail section only. The populated Bulkupload form would need to be uploaded in the Security documentation section as well.

A blank Bulkupload form has been added to the ISIN Services Webpage for you to download at [ISIN Services | LSEG](#)

A CFI code spreadsheet containing further information for each attribute is also available on the [SIX Group website](#).

13. Do I need to add any additional information in the security details section of the ISIN application form to indicate that a Bulkupload form has been attached?

No as the security documentation upload section has a dedicated link for this.

Do not add any reference to the Bulkupload form in any of the security details fields of the ISIN application form as this will cause an automatic failure in ISIN generation once the ISIN application is approved.

14. Why do you require so much information for an ISIN application?

KYC checks and Due Diligence are carried out against all information received in the ISIN application form and its supporting documentation.

15. Why do I have to submit the same documentation each & every time I make an ISIN application under the same Organisation/Fund/LLP/Trust name?

Each ISIN application is reviewed as a standalone ISIN application, so all the relevant information must be attached for a full review of the ISIN application to take place. Any missing information which is not supplied will be requested and this will delay the review of the application.

16. Are there any saving points in the ISIN application form so that I can come back and populate the missing information?

There are no saving points in the ISIN application as the form was designed to be populated in one go. The time given to populate the form is about 20 minutes.

Please refer to our [ISIN Application Guidance](#) & [ISIN Submission checklist](#) found on our website to ensure that you have all the information to hand to complete your request.

17. The correct Registered Company Name (Organisation/Fund/LLP/Trust etc) doesn't appear in the dropdown menu in the Issuer details section of the ISIN application form. What should I do?

The Registered Company Name field is an auto-complete field. As you type the relevant Organisation/Fund/LLP/Trust name will be displayed if present and then please select the correct name. If the Registered Company Name, you have typed does not appear in the field, then click out of the Registered Company Name field and the name you have typed will be retained.

18. The correct Registrar Name doesn't appear in the dropdown menu in the Issuer details section of the ISIN application form. What should I do?

Please select None from the Registrars dropdown list.

Then email us on isinrequests@lseg.com quoting the ISIN application name and ISIN ID reference number in the subject bar.

Please supply the Registrars Name, their postal address and any supporting documentation which evidences them as being the Registrar for the Organisation/Fund/LLP/Trust etc.

The new Registrar name will be added to the dropdown menu in due course.

19. What information must be populated in the Intermediary section under the Security details section in the ISIN application form?

If you are the Requestor submitting the ISIN application, then you cannot populate your details and your organisation details in this section.

The details of another intermediary, professionally engaged by the Organisation/Fund/LLP/Trust etc must be populated in the Intermediary section and their details must appear either in the Security Documentation or in the list of Intermediaries for the issue.

20. The security I am requesting an ISIN for is unlisted, but I cannot find the correct MIC for this in the dropdown menu in the Security details portion of the ISIN application form.

The Unlisted MIC option will appear under No Country – XXXX – Unlisted please select this only.

21. I cannot find the appropriate link in the Security details section to upload the security related documentation. What should I do?

Any of the empty security documentation links can be used for this purpose as all documentation which is attached to an ISIN application will be reviewed as standard.

22. How do I assign the CFI code attributes for the security I am requesting an ISIN for?

Please refer to the security documentation to identify the CFI attributes which need to be populated in the form.

The first character indicates the highest level of classification and differentiates between categories such as equities, collective investment vehicles, debt instruments and many more.

The second character indicates specific groups within each category, equities for example are broken down into common/ordinary shares, preferred/preference shares, common/ordinary convertible shares, etc.

The last four characters indicate the most relevant attributes applicable to each group. Whereas voting rights, ownership/transfer/sales restrictions, payment status and form are useful information in equities, these features do not exist for options, which have other attributes such as option style, underlying assets, delivery, standardized/non-standardized or trigger.

A CFI code spreadsheet containing further information for each attribute is also available on the [SIX Group website](#).

23. Once an ISIN application has been submitted how soon a decision be made on if an ISIN will be issued or not?

The current turnaround time is 48 Hours from the date & time of submission of the application.

However, this may rise depending on if additional information, and or documentation is required for the submitted ISIN application. Or if large volumes of ISIN applications are received.

Please refer to the Disclaimer on page 3 of this document for further information.

24. What identifiers/codes are issued under an ISIN application?

- An ISIN with a prefix of either GB, GG, IM & JE
- SEDOL
- CFI Code
- FISN

25. When I submit an ISIN application will a SEDOL be issued at the same time?

Yes.

26. What happens if I need another SEDOL to be issued for an existing ISIN as the security is pricing in a different currency?

Do not submit a new ISIN application in the Pegasus Online ISIN Submission website for this security.

An email must be sent to isinrequests@lseg.com with the subject bar heading – “New SEDOL required for different Trading Currency for an existing ISIN”. The email must include the existing ISIN, the relevant security documentation including trading currency, where the security will be listed or traded (OPOL and or MIC) and whether the SEDOL is required to be confidential or not.

A SEDOL will be issued for this specified currency.

27. I previously requested a UK ISIN for a Company/Fund/Trust/LLP which was issued but recently they have had a name change. How can I get this name change updated against the existing ISIN?

Send an email to isinrequests@lseg.com with a subject bar heading of “Name change required for an existing ISIN”. Include the ISIN for the security, the name change certificate and revised security documentation reflecting the new Issuer name (if applicable).

28. Is there a direct link for the Pegasus Online ISIN Submission website which can be used instead of making my UK ISIN application through the UnaVista – Data Solutions website all the time?

The direct link is <https://request.isin.lseg.com> . This link can only be used once you have submitted your first UK ISIN application via the UnaVista – Data Solutions website.

29. Will any fee be charged by the ISIN Services Team for ISIN allocation or maintaining an ISIN?

The ISIN Services Team (UK National Numbering Agency) based in London Stock Exchange Plc do not charge for ISIN allocation and neither do we charge any form of maintenance fee for an ISIN.

30. Does the ISIN Services Team based in London Stock Exchange Plc work with any third parties offering services for UK ISIN applications? Has UK ISIN issuance been outsourced to a different organisation?

The ISIN Services Team (UK National Numbering Agency) based in London Stock Exchange Plc is a member of ANNA (Association of National Numbering Agencies).

No, we do not work with or have an affiliation with any third parties or organisations who offer ISIN application services. Neither has UK ISIN issuance been outsourced to a different organisation.

31. Are all official National Numbering Agencies members of the Association of National Numbering Agencies (ANNA)?

Yes. This can be confirmed on the ANNA Members link for National Numbering Agencies ([NNAs](#)).

32. How can I obtain existing UK ISIN, CFI code and FISN data?

There is a free UK ISIN Search available on the UnaVista – Data Solutions website. To access this, you will need to register for a free UnaVista account at www.sedol.co.uk.

Once logged in click on the number next to the UK ISIN Search folder to gain access. You will be able to view the Issuer name, Security description, ISIN, CFI code and FISN data.

See screenshot below.



33. How can I obtain existing non-UK ISIN, CFI code and FISN data?

You can contact the relevant National Numbering Agency ([NNA](http://www.nna.gov.uk)) who issued the ISIN code as they would have also assigned the CFI & the FISN too.

For non-UK ISIN codes, please visit the [ANNA ISIN Lookup Service](http://www.anna.gov.uk). This service is free of charge and provides descriptive elements as outlines in ISO 6166 Standard (ISIN) as well as the classification codes (CFI) and description codes (FISN) for financial and non-financial instruments.

34. When I submitted my ISIN application, I asked for this to be created as a Confidential code. When should I ask for the confidentiality to be lifted? What is the process for this?

Once an announcement has been made to the market regarding the security and or the Prospectus/Security Documentation has been published with the ISIN, then the confidentiality should be lifted.

Please email isinrequests@lseg.com populate the Subject bar heading as “Confidentiality to be removed from a security”. In the body of the email include the ISIN and details of the security. Also please include the final version of the Prospectus/Security documentation.

35. I have checked the ISIN Services Webpage, [ISIN Services | LSEG](#) and cannot find any direct contact details on your page. How do I contact your team?

Please send an email to isinrequests@lseg.com with your query and this will be picked up by a member of the team.

There is no direct phone number for the team.

